British Columbia
Ministry of Transportation
Staff Newsletter

Road Runner

http://www.th.gov.bc.ca/publications/roadrunners/index-roadrunners.htm **Special Edition – Dec 2007**

Road Runner Special Edition: Employee Recognition

Whether it's a member of our staff congratulating a fellow co-worker, a member of our Executive team acknowledging the excellent service of our individual employees, or our Honourable Minister Falcon out in the field showing praise for outstanding public service, the Ministry of Transportation is recognizing individual, team and project achievements.

This special edition of the Road Runner is a tribute to recognition. There's some current thinking on the role of recognition and some ideas on how to acknowledge those around you. There's also a stroll down memory lane – a sampling of ministry recognition from times past.

When our Employee Advisory Forum's Team Excel came up with the idea of a recognition edition of Road Runner, we recruited Cass Bodnarchuk's assistance. Cass started researching and was surprised to learn that MoT's Public Affairs Bureau had managed to obtain over 40 well-preserved years of our staff newsletter – the Road Runner. After many of hours of poring over articles that dated back to the late 1930s, Cass said she gained a greater appreciation of exactly what makes this such an outstanding place to work!

The articles and photos from the past have been grouped within timeframes. While you will come across older photos that may be less than sharp, they've been left in this format to maintain their authenticity.

As your read this edition, we hope you'll enjoy your journey through our ministry's past and gain some refreshing insights and ideas for recognition.

Employee Advisory Forum members met in Kelowna, Nov. 21-22, 2007. Focusing on the theme Past/Present/Future, the group recognized past accomplishments, acknowledged where the forum is currently, and set its strategic direction for the future. Highways ADM Dave Byng (centre) attended as Executive speaker, emphasizing the importance that MoT Executive places on the forum. Jeff Wiseman (far left), who was Acting Okanagan Shuswap District Manager at the time, also attended as a guest. For a listing of EAF members, see Page 13.

We are grateful to Cass for her determined efforts and historical research in producing this newsletter, and to Nancy McLeod and Jane Hawksworth at PBMB for their editorial assistance.

A big thank you to all the people who were and still are being recognized for making our ministry what it is today, and to all of you who have extended acknowledgement to another.

– Team Excel
Employee Advisory Forum

Recognition...

"People aren't looking for remuneration as much as they are looking for simple acknowledgement. Recognition not only has a great impact on employee mental health, it also encourages the investment that employees make in their work. Recognition must be part of an on-going, long-term process."

– Jean-Pierre Brun, Ph.D.
Chair in Occupational Health and Safety Management, Université Laval

"Recognition is not a scarce resource. You can't use it up or run out of it."

– Susan M. Heathfield,
Your Guide to Human Resources

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New Routes to Recognition

"Recognition is the *greatest* motivator."

– Gerard C. Eakedale (Editor's Note: although this individual's words are widely quoted, who he is, is not recognized or known!)

For MoT staff, recognition is a key motivator. A 2006 survey by the EAF found that a whopping 97.5 per cent of MoT employees believe that positive reinforcement from others is important.

But recognition doesn't always have to be about awards. As the Office of the Auditor General observed in 2005, "While both [formal and informal recognition] have their place, we believe that informal recognition has the biggest impact on employee engagement."

There are infinite unofficial ways to say "good job" to a co-worker, colleague or boss. While many people express it with flowers, words or a box of treats, consider a few creative ideas.

At Thompson Nicola District informal recognition happens at events, such as the Christmas potluck, where gift cards are provided for a popular store. Offsite meetings are held annually that mix work, food and activities to recognize everyone's contribution and build team spirit.

How about a cheerful email, bright card or colourful hand-drawn message on the white board to let your boss or co-worker know they are appreciated? Ever consider a gift certificate to a colleague's favourite eatery? And nothing gets a group laughing (or groaning good-heartedly) like a badly off-key rendition of "For She's/He's a Jolly Good Fellow".

An educational or inspiring book or calendar that reflects a colleague's personal interest can be a thoughtful reminder that their contribution is valued. There are massage or spa certificates, movie passes, or tickets to a concert or event.

An MoT sports bag or water bottle from the MoT online store may be ideal for active types.

See: http://gww.th.gov.bc.ca/gwwhr/content/store/onlinestore.pdf

Government's Protocol Giftware Catalogue offers a wide variety of exquisite items including aboriginal-inspired cedar and pewter boxes, framed art cards by BC artists, a sueded shearling blanket with an orca design, and some unique and elegant business card holders.

See: http://pss.gov.bc.ca/dcv/pdfs/Giftware.pdf

You can design a one-of-a-kind recognition certificate, or personalize a BC government recognition certificate template.

See: www.hrtoolkit.gov.bc.ca/recognition/certificates.htm

Recognizing others, in public or private forums, through words or gifts, supports success, accomplishments and progress throughout MoT. **What original ways can you think of to say, "Way to go"?**

Hoodies and beverage containers from the MoT online store have TELPs Nathan Voogd and Katy Fulton jumping for joy.

MoT and Cross-Government Awards Available

Recognition is an ongoing activity at MoT and part of our culture. The EAF's Team Excel focuses on recognition and leadership. As well, we have our own two awards for MoT employees.

Every year, the Deputy Minister's Awards highlight nine categories of achievement by teams or individuals. Plaques and engraved medallions are presented to winners, at ceremonies throughout B.C.

Deputy Minister's Award

The Dan Doyle Leadership Award, named in honour of Dan Doyle's outstanding leadership during his 35-year career with MoT, recognizes staff past and present. Winners are chosen for their leadership qualities including effective working relationships, service excellence, empowering others, leading by example and a commitment to developing leadership.

Beyond MoT there's a plethora of awards to recognize B.C.'s public servants.

Premier's Innovation and Excellence Awards

The upcoming Premier's Awards for 2007/08 will be the first to feature regional award ceremonies prior to the provincial event in Victoria.

Public Service Week

June is the time to celebrate the contribution of public servants at events put on by ministries around the province.

Improvements Awards Program

Also known as Ideas Shine, this program rewards employees with cash for ideas that improve operations, service or the work environment.

Long Service Awards

This annual event honours employees for 25, 35 and 40 years of service, at a dinner and dance at Government House.

Staff Appreciation Awards

Awards valued at up to $100 or $200 may be given for excellent performance, consistent high performance, assisting others to perform, improving morale or work environment, community or volunteer service, leadership and team performance.

For more information on these recognition programs see:

http://gww.th.gov.bc.ca/gwwhr/content/home/erp/erp.asp

For some Recognition Best Practices see:

www.bcpublicservice.ca/awards/best_practices/best_practices_index.htm

"Truly effective recognition is not a program or policy mandated by HR; it is a way of organizational life that touches all corners of the organization most every day of the working week."

– Building a Culture of Appreciation, Canadian HR Reporter, March 2005

"People may take a job for more money, but they often leave it for more recognition."

– Dr. Bob Nelson, Author of *1001 Ways to Reward Employees*

2003-2007: Pages From the Road Runner

Making a difference

On February 4, the Honourable Judith Reid, Minister of Transportation, presented John Newhouse, Gregg Singer and Max Walker with Queen's Golden Jubilee commemorative medals. They are presented to Canadians in recognition of significant achievement or distinguished service to their fellow citizens, their community, to British Columbia or Canada. Of the 46,000 medals presented, about 800 were presented to provincial government employees across Canada.

John Newhouse, Project Director, Highway Maintenance Contract Renewal

Working as a public servant for 33 years, John has played a significant role in the success of the privatization of road and bridge maintenance. He's managed some very difficult responsibilities with diplomacy and has come to be known as the "peace-maker."

Perhaps the best summation of John's qualities for being a caring, thoughtful, sensitive and unassuming public servant are his actions during a closure of Highway 16 due to avalanche hazards while he was a district highways manager. When it was publicly announced that the highway was reopened after several days, vehicles were queued waiting passage when another avalanche occurred. The snow was cleared away, and to ensure the public's safe passage, John personally piloted the hundreds of vehicles through the mountain pass. John's concern was a personal sacrifice as his eyes later required medical attention.

Minister of Transportation Judith Reid presents Queen's Golden Jubilee medals to (left to right) Max Walker, John Newhouse and Gregg Singer.

"Brains, like hearts, go where they are appreciated."

– Robert McNamara, former U.S. Secretary of Defense and President of the World Bank

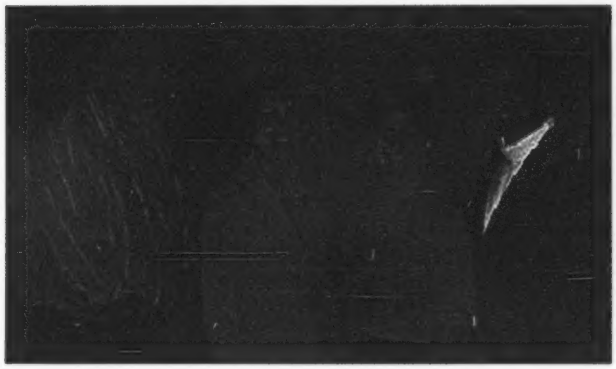
Premier Recognizes Kicking Horse Canyon Workers

Project Site 15 km east of Golden – Transportation Minister Kevin Falcon looked on as Premier Gordon Campbell acknowledged the contribution of the 250 workers involved in the Kicking Horse Canyon Project. Premier Campbell and Minister Falcon toured the second phase of the upgrade being done to improve the safety and efficiency of approximately 26 km of the Trans-Canada Highway from the junction of Highway 95 in Golden to the western boundary of Yoho National Park.

2003-2007: Pages From the Road Runner

Outstanding Achievement

For outstanding contribution to the Alternative Services Delivery, geotech drilling initiative, Nancy Merston, Project Manager, Alternative Services Delivery recognizes Miles Webster, Regional Manager, Engineering; Maria Braden, Manager, Financial Services; and Bob Corder, Regional Manager, Corporate Services.



Don Ramsay, District Manager, Transportation, Skeena recognizes the Peace, Bulkley Stikine and Fort George Districts for their kind donations to the Skeena District. Steve Uyesugi, District Manager, Transportation, Bulkley-Stikine; Hali Davenport, Acting District Manager, Transportation, Peace; and Danny Morris, Acting District Manager, Transportation, Fort George, graciously accept Certificates of Meritorious Selflessness on behalf of their respective districts.

For outstanding dedication and service during the fires in the Kamloops region in August 2003, Tracy Cooper, Regional Director, presents Don Ramsay, District Manager, Transportation, Skeena with a Certificate of Recognition. At an earlier presentation, Grant Lachmuth, District Manager, Fort George was also recognized for his outstanding dedication and service during the fire and flood emergencies in July and August 2003.

Congratulations to Frank Blasetti & Richard Fyfe

Congratulations to Frank Blasetti and Richard Fyfe on winning a Premier's Award for leadership! Frank, the Assistant Deputy Minister of the Partnerships Department, and Richard, who works for the Attorney General and provides MoT with legal advice and expertise in transportation law, received the award for their work on public-private partnerships on March 29th at a ceremony held at the Victoria Convention Centre. This is the second year in a row that MoT staff have won the Premier's Award for leadership!

2003-2007: Pages From the Road Runner

Golf shirts for all...

On June 28, 2004, the Okanagan-Shuswap District staff were presented with golf shirts to recognize the staff (retroactively) for being the highest ranked district in the 2002 Customer Satisfaction Survey. Note that the staff member to the right of the photo is holding up an extra golf shirt. This is in recognition of our colleague, Ron Stratton, Area Manager (Salmon Arm) who was unable to be there with us. Ron is currently battling a very serious illness and the staff just wanted Ron to know that, by way of this photo, he is there with us and our thoughts and best wishes are with him and his family. Submitted by Grant Lachmuth, DMT, Okanagan-Shuswap.

Thompson Nicola Team-Building Workshop Promotes Wellness

On May 7th, 2004, the Thompson Nicola District staff attended a "Team Building/Time Saving Workshop" in Logan Lake.

Effective Feb 1st, the remaining Sign Shop staff became part of the District team in Kamloops. This was the first opportunity for the two groups to come together. The purpose was to promote themes from our People Plan, namely wellness and team effectiveness. The group was divided into four teams to problem solve, brainstorm, and develop strategies to improve inter-office relationships within the District.

For the first activity, each of the staff had three minutes to share a story or give a personal biography. The purpose of this activity was to bring staff closer on a personal level and share extra-curricular interests that may be of interest to others. This was humorous and informative. Everyone found this to be a valuable exercise. The next event was to compose an image of each of the following themes:

- Work & Life Balance
- Cooperation/Trust
- Direction/Focus
- Teamwork
- Creative Thinking

Each group was given a camera and sent out to use Logan Lake as a backdrop and use local props to support each topic.

Vern Goodwin, Murray Smith, Percy Parent, Steve Andrews, Dave LaBar, Renee Mounteney.

The third event was the pitch 'n' putt mini tournament. At every hole, each player shared a time-saving idea recently developed and used at work. Eight staff played a fun round of golf after the eventful day. The day was a welcome change from the usual stresses, and a great way to get acquainted with co-workers.

2003-2007: Pages From the Road Runner

Rest Areas Get Student Boost

Skeena District has enjoyed the services of Alissa Gervais and Evan Smithanik as Rest Area Rangers over the summer. As a lifetime Terrace resident, it seems natural that Alissa would be an avid outdoor enthusiast, soaking up the beautiful BC scenery on camping, canoeing and hiking trips. Having three older brothers may have helped that passion along as well. Alissa also enjoys snowboarding, swimming, volleyball and dancing in addition to her hobbies of painting and drawing. So, it's no surprise then that she's pursuing a Bachelor of Fine Arts degree from Okanagan University College.

Alissa Gervais and Evan Smithanik

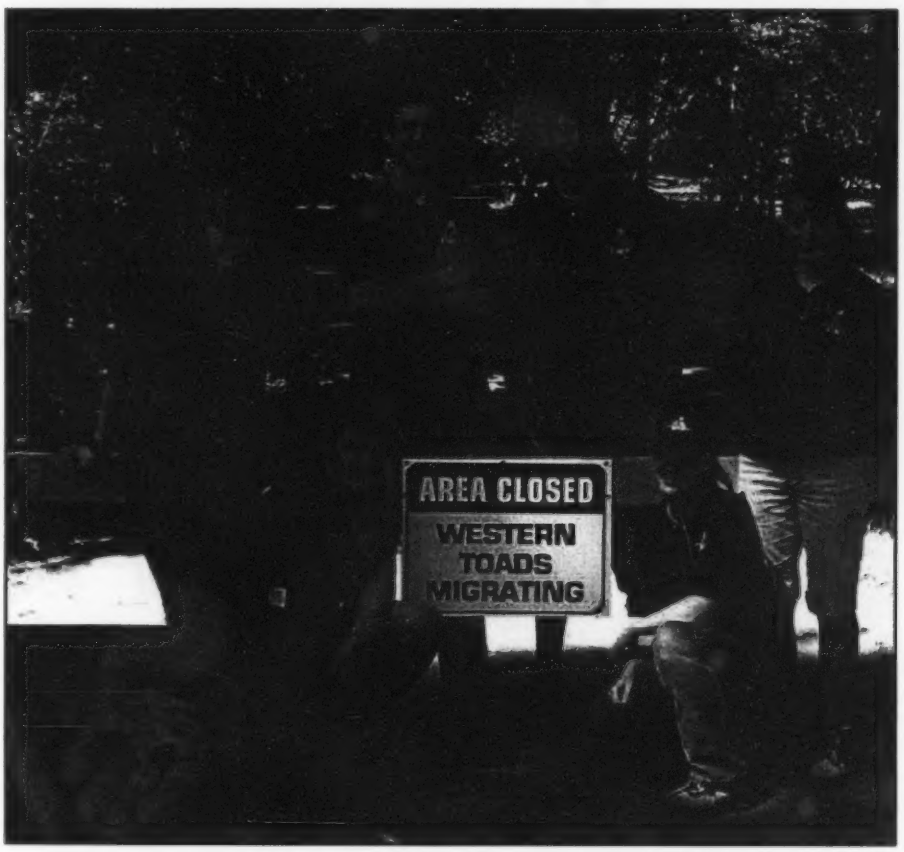
Evan, the team leader, was originally from Terrace, but over the years, he's also called Vanderhoof, Prince George, Calgary and the Ukraine home. His spare time is taken up playing piano, reading about history and politics and working on his car. The third of four children in his family, Evan returned in September to the University of Calgary where he is in his third year Commerce and Finance studies in the Faculty of Management.

Rest Area Rangers Help Toads Migrate

Environmentally conscious Rest Area Ambassadors in the West Kootenay District noticed a plethora of small frogs hopping across a small area of the Summit Lake Rest Area.

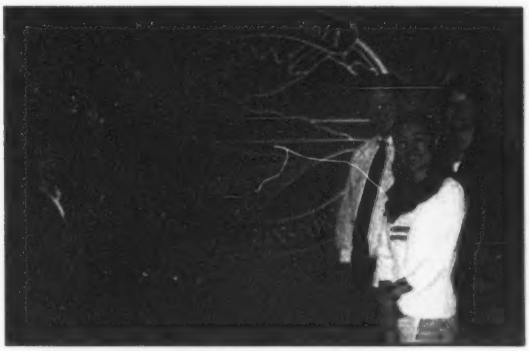
In an effort to protect the small creatures (2 cm diameter), they closed the area from vehicular traffic for a week until the annual migration of Western Toads was complete.

From left to right: Erin Gontes, Jared Currie, Jade Dennill, Tyler Dennill, Chelsea Jensen, Haven Anderson.



2003-2007: Pages From the Road Runner

UVic Co-op Students Make A Difference



From left: Yongmei Chen, Patrick Spinks, Scott Gillespie, Lingxia Li and Eva Boenisch.

Since 1980, the Ministry of Transportation has been working with the University of Victoria (UVic) and its co-op students. To date, there have been over 225 co-op placements with our organization, and as we've seen a change in the way that our ministry does business, the type of student that we're recruiting has changed.

From left: Veronica Vacek, Siong Ng, Jeffrey Li, Hasit Joshi and Trish Sterloff.

When the relationship with UVic was first was formed, students were hired from disciplines such as Engineering, Computer Science/Math, Law, Physics and Physical Education.

More recently, as the ministry has started to emphasize efficient business practices as the means of delivering its services, a marked increase in business and social sciences students has been seen. In fact, in the past two years, approximately 17 MBA co-op students have worked in the ministry. The projects that the MBA co-op students have been able to work on have been quite diverse. Some of the work that they have contributed to involved district or regional staff as well as different branches within headquarters.

As a mutual benefit, the MBAs work on projects that utilize the skill sets that they are building during their studies. A sample of the projects that they have contributed to are process streamlining, customer service, and special projects such as Adopt a Highway.

Partnering with UVic and other universities throughout the province has proven to be successful from a succession viewpoint as well, with several of the students staying on for longer terms and working in capacities such as Project Managers, Acting Business Unit Managers, and Project Leaders to name just a few.

"All leadership is appreciative leadership. It's the capacity to see the best in the world around us, in our colleagues, and in the groups we are trying to lead."

– David Cooperrider, Professor, Case Western Reserve University

"No matter how busy you are, you must take time to make the other person feel important."

– Mary Kay Ash, American Businesswoman

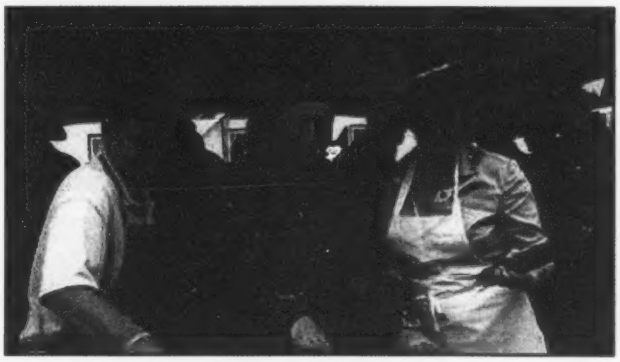
"It's more than who you recognize. It's how you recognize. It's when. It's why."

– O.C. Tanner Company

2003-2007: Pages From the Road Runner

Annual BBQ

Southern Interior Region's Social Club had their annual BBQ on June 14th for Public Service Week. Despite having to celebrate in the rain, fun was had by all. Appropriate for the weather, 'Hat Day' was included.



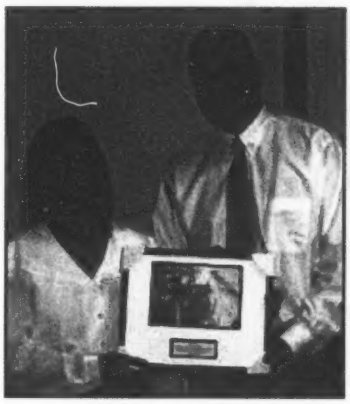
Joe Amyott, Kevin Richter and Shanna Mason

Dawn Beck, Donna Falat, Ramona Holota

Lois Park

Congratulations Ruth!

Congratulations to Ruth Kidd who retired on May 31, 2006. A luncheon was given in honour of 17 years of dedicated work with the Commercial Vehicle Safety and Enforcement Branch, Vehicle Inspection and Standards Section on May 30, 2006. Ruth was presented with a plaque by Peter Milburn, Assistant Deputy Minister, Ministry of Transportation and was joined by many past and present co-workers and friends. We wish Ruth a happy and fulfilling retirement.



Ruth Kidd and Peter Milburn

Dyble Checks Out Road Check

Deputy Minister John Dyble met Commercial Transport Inspector Cory Lawton at the Hunter Creek Scale, during the annual Commercial Vehicle Safety Alliance International Road Check.

2003-2007: Pages From the Road Runner

2006-07 Premier's Awards

The Kicking Horse Canyon Project team and our Provincial Field Services Management team were both finalists for the very competitive Premier's Awards.

The Kicking Horse Canyon Project was the Premier's Award recipient in the Innovation Award category. The project was recognized for its incredible engineering and environmental techniques and the new business practices that are making possible this dramatic and challenging project in one of B.C.'s most important trade and transportation corridors.

The Provincial Field Services Management team was the Finalist Award recipient for the Premier's Organizational Excellence award. As a distributed team of 116 people, funded entirely through cost recoveries, they have built a successful business unit in an atmosphere of accountability and collaboration. They have also done an amazing job promoting the provincial government's Five Great Goals, and they have helped the ministry create an employee-friendly environment where innovation is encouraged and supported.

Both groups are made up of hard-working and deserving individuals who truly represent the excellence that makes this ministry great. Congratulations to both of them.

Premier Gordon Campbell presents the Premier's Award to the Kicking Horse Canyon Project Team. Back row from left to right: Jon Jensen, Steve Hollett, Tim Stevens, and Richard Fyfe. Front row from left to right: Darcy Grykuliak, Murray Tekano, Tara Moultrie, and Joe Camilleri.

The Provincial Field Services Management Team with the Premier's Organizational Excellence Finalist Award. From left to right – Standing: Brian Twiname, Barry Bergstrom, Jessica McDonald, Don Shaw, and Mike Newton. Seated: Keith Callander, Kevin Richter, Shanna Mason, and Bob Penner. Absent: Don Wharf.

"Never miss an opportunity to say a word of congratulation upon anyone's achievement."

– Former President of the United States, Lyndon B. Johnson

"Recognition is the most inexpensive, easy to use motivational technique available to management."

– Jim Clemmer, Canadian author and consultant

2003-2007: Pages From the Road Runner

2006 District Customer Satisfaction Award Presentations

Submitted by Kathleen Patterson, PBMB

This year, acting Southern Regional Manager Dave Duncan, acting Assistant Deputy Minister Kevin Richter and Business Management Branch Manager Christine Boehringer were in Cariboo to present the Ministry's 2006 Customer Satisfaction Survey awards.

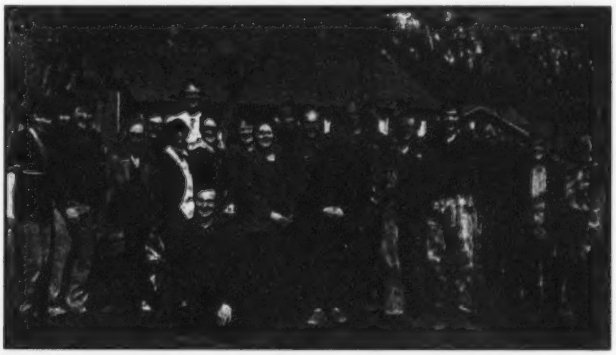
Congratulations to Cariboo District staff as the recipients of this year's Highest Customer Satisfaction award for the Ministry's 2006 Customer Satisfaction Survey. Survey results found that 90% of Cariboo District customers said staff were courteous, helpful, treated them fairly and were knowledgeable.

The Ministry of Transportation's Chief Operating Officer Peter Milburn, Dave Duncan and Christine Boehringer (who was impersonating Vanna White) were in Rocky Mountain District to congratulate staff as the Most Improved District Award recipients for the 2006 Customer Satisfaction Survey. This group of dedicated staff worked hard over the year and achieved an 8% improvement over last year's results.

Cariboo District gets bragging rights for the year on MoT's Stanley Cup of trophies, but watch out – other Districts are close behind and are working hard to take that away from you in 2007!

Cariboo and Rocky Mountain District staff gave a warm, friendly welcome and went the extra mile to ensure the lunches went smoothly. We would like to again offer our congratulations to all of you on a job well done!

Cariboo District staff: Todd Hubner, Al Mitchell, Alan Kennedy, Brad Emslie, Brad Moores, Cam Williams, Cindy L Katchmar , Dan Keeler, Dan Palesch, Daniela Cantin, Denise Bollinger, Ed Marshall, George Foisy, Greg Sanderson, John Cook, Karen Jeff, Leanna Iinicki, Len Sauchuk , Loreen Russell, Margaret Henley, Michelle Schilling, Monica Ferguson, Nick Antifaeff, Ronald Johnson, Russ Roberts, Sharon Beck, Terry L Murphy, Trish Mazuch , Victor Johnson, Wes Wiebe, Dino Covaceuszach, and Gord Pickles.



Rocky Mountain District staff: Alex Crawford, Annette Estey, Art Caldwell, Arthur McClean, Arthur Mortimer, Blair Smith, Bonnie Greenwood, Brian Abear, Brian Austin, Brian Harris, Brooke Clasby, Bruce Allen, Carl Kastelan, Clem Vanderhorst, Damer Whittingham, Dan Cumming, Dean Young, Deborah Munroe, Deborah Wright, Deveta Roberts, Douglas Archibald, Ernie Krause, Glenn Olleck, Glenn Taylor, Gordon Chudleigh, Greg Paltinger, Greg Ringham, Irene Makkreel, J Wilson, Jack Bennetto, James Stacey, Janine Muri, Jason Odland, Jeremy Zandbergen, Joanne Sutton, Kareen Peters, Karen Brown, Katerina Halik, Kelly Beriault, Kelly Hughston-Bulmer, Kimberly Ross, Leslie Elder, Marlyn Marshall, Marvin Jones, Maurice Barry, Melanie Berg, Merlyn Goy, Robert Hemming, Robert Richardson, Sandra Griffiths, Stefan Yancey, Stephanie Daniels, Steve Desjardin, Tallon Smith, Wallace Smith, and Wayne Phelps.

2003-2007: Pages From the Road Runner

Thank you Lisa!

In December, 2006, John Dyble presented Lisa Gow with a plaque in recognition of her significant contribution to our Ministry's Employee Advisory Forum. The Forum was initiated by John and Lisa served for more than a year as its first Chair, helping to establish this initiative and set the stage for its ongoing success. Chairing a fifty member team of employee representatives from around the province could be daunting! Lisa patiently and thoughtfully helped guide the Forum, however, ensuring that it retained its grassroots focus while serving as a valuable conduit both to and from our Ministry Executive Team. This plaque was commissioned by the Forum and was presented to Lisa by John at a meeting where the torch was passed to Grant Lachmuth as the Forum's new Chair. **Well done Lisa!**

Headquarters: 2006 PECSF Kick-off

On Oct. 5th, the 2006 PECSF staff fundraising kick-off was held at 940 Blanshard Street. It was sponsored by MoT with donuts and cookies from Country Grocer Royal Oak and coffee from Cairo Coffee Merchants Ltd. A representative from the Heart and Stroke Foundation came out to provide information about their services. Let the donations and participation begin!

Sheila Taylor & Dale Ekelund

Paul Lidgate & James Penner

EAF Continues to Seek Improvement for 2008

The Employee Advisory Forum is a grassroots forum representing all staff – our ministry's most important asset. The EAF partners with MoT Executive to continuously improve our workplace. Current members are: Jackie Chambers, Annette Estey, Jaswinder Mann, Lina Halwani, Heather Lilburn, Val Fabick, Sharon Cowden, Dianne Friend, Dale Wood, Judy L'Hirondelle, Bob Petho, Janice Meier, Stephanie Livingstone, Susan Ingram, Mark DeVoss, Stacey Weightman, Rajeeta Bains, Carmone Allen, George Foisy, Grant Lachmuth, Jim MacMillan, Julian Malinsky, Dawn Nicholson, Malcolm Makayev, Mark Hallam, Terry Harbicht, Patrick Livolsi, Karen Brown, Don Ramsay, Lori Wiedeman, Jane Hawksworth, Jason Jackson, Trent Folk, Debbie O'Brien, Layle Larusson, Adrian Vander-Velden, Melvin Smith, Sue Pare, Renee Mounteney, Sandra Jackman, Dawn Braithwaite, Holly Adems, Lenora Fillion and Kimberly Newton (formerly Antoni).

2003-2007: Pages From the Road Runner

2006 Deputy Minister's Awards

Submitted by Human Resources Branch

Kicking Horse Team

The 2006 Deputy Minister's Staff Awards were held on October 5th in Kamloops, October 19th in Prince George and November 10th in Victoria. This year, an exceptional number of teams received awards. By all reports, there were record numbers of ministry staff and family members that attended the ceremonies to support recipients.

Big congratulations to all staff, teams and individuals that received awards this year in recognition of their outstanding effort and contributions to the ministry and the public.

For a list of all award recipients and photos go to:
http://gww.th.gov.bc.ca/Content/RecognitionAward/awardceremonies.asp

Team Radio (Innovation Category) with Minister Falcon and Deputy Minister John Dyble: Stuart Anderson (Communications Technician, South Coast Region), Steve Drew (Radio Electronic Technologist, Victoria), Brad Hannah (Radio Electronic Technologist, Victoria), Steve Kwok (Communications Technician, South Coast Region), Al Lindstrom (Communications Technician, South Coast Region), Doug Pearce (Communications Technician, Southern Interior Region), Hans Oelker (Communications Technician, Southern Interior Region), Mike McCooey (Retired), Jim Stainton (Retired), and Jason Wood, Manager Radio and Electronics Section, Victoria.

Photo left: Deputy Minister John Dyble presents the award medal to Svein Haugen, one of the Kicking Horse Pass Team winners.

Glyn Brisco (Leadership Category) with Deputy Minister John Dyble and Asst. Deputy Minister Peter Milburn.

Deputy Minister John Dyble, ADM Peter Milburn and Regional Director Kevin Richter with SIR members of the Mountain Pine Beetle Team – Norm Parkes and Todd Hubner.

2003-2007: Pages From the Road Runner

2005 Customer Service Award Champions

Submitted by Lois Parkes, Project Information Coordinator, PBMB

The "No Parking" sign in this picture is especially apt for this group of people – they haven't been parking – or for that matter even stopping – in the past year. The Peace District staff are the recipients of the Highest Customer Satisfaction results for the Ministry's 2005 Customer Satisfaction Survey. An astounding 92 per cent of ministry customers feel the Peace District treats them fairly, answers questions, concerns and requests courteously and that staff are helpful. Congratulations! You're a shining example of why we can be proud of our people and our ministry.

Back row: Dave Duncan, Sean O'Neil, Wade Johannsen, Al Perdue, Keith Harrison, Stan Beaulieu, Hank Glover, John Miller, Rick Chaffee, Ashok Bhatti, Yvonne Pearson, Bill Becker, Bruce Craig, Neil Wood, Stephanie Mancha, Dean Daniel, Bruce Hartnell, Dwain Hornland, and Mike Odowichuk.

Front row: Brian Taylor, Peter Friesen, Howard Emslie, Doug Rennie, Dianne Young, Mike Zakus, Terry Morris, Reid Drummond, Dawn Braithwaite, Julie Willsie, Catherine Deol, Sacha Antifaeff, Peter Milburn Kneeling: Jim Guthrie and Hali Davenport.

Missing from photo: Allan Edgar, Brian Deakin, Brooks Gower, Cora Jefferson, Darren Anderson, Doreen McAllister, Gary Nelson, Grace Dean, Guy McBain, Jackie Allen, Larry Withrow, Perry Mathias, and Tammy Wilkinson.

Fort George District staff are the recipients of the Most Improved District Award for the 2005 Customer Satisfaction Survey. This group of dedicated staff worked hard this year and achieved a 7.8 per cent improvement over last year's results.

Rick Blixrud, District Manager, Transportation, accepting Most Improved Award from ADM of Highways, Peter Milburn.

Highlights of their service reported by customers include fair, courteous and helpful staff with 83 per cent of customers reporting that the district staff have a good understanding of their business and are knowledgeable about all elements of their jobs. Congratulations to Rick Blixrud, Laura Nordquist, Jean Bergman, Violet Risch, Sylvia Patterson, Neetu Parmar, Glyn Briscoe, Ron Blight, Linda-Lee Schell, Adrian Vander-Velden, Karen Andrews, Ron Marshall, Chris Thornhill, Larry Rowe, Ron Schiffo, Pat Preston, Dennis Rejman, Mike Frazier, Cathy Melenka, Lucille Green, Tom Lupton, Danny Morris, Ashok Bhatti, Elexis Elliot, Stephanie Livingstone, Darhl Paley, Tanya Wilson, Cindy Adams, Terry Deacon, Robert Herbert, Stephen Larkman, Gordon Leatham, Ivor Marriott, Stephen Opp, Carol Juba, Bill Murphy, Greg Bruce, Thomas Beeson, Eric Buck, William Crandall, Philip Folz, Eric Ruotsalainen, George Anthony, Kari Allan, Barry Dawson, Val Hunsaker, Michael Kiessling, Nicholas Leatham, Andrew Newcomb, Margo Sheehan and Glenn Winther. **Keep up the good work!**

2003-2007: Pages From the Road Runner

Awards Recognize Careers Devoted to Public Service: Ministry of Transportation Long Service Awards – October 13, 2004

Twenty-Five Year Recipients

George Anthony	*Brian Atkins*	*Brent Bailey*	*Wally Banks*	*Brian Barker*	*Kirk Bentley*
Tom Bontron	*Maria Braden*	*Glenn Callander*	*Keith Callander*	*Ed Campbell*	*Phil Christie*
Robyn Clifford	*John Cook*	*Ross Coulter*	*Giesila Decker*	*Harvey Duggan*	*Paul Eftodie*
Valerie Fabick	*Reg Fredrickson*	*Dianne Froese*	*David Gaddes*	*Greg Gerrard*	*Peter Gooch*
Jim Hester	*Jon Jensen*	*Diane Marson*	*Julie Martin*	*George Mathieson*	*Rick Matthews*
Gail McFadden	*Nancy Merston*	*Stewart Miller*	*Terry Murphy*	*Randy Penner*	*Geoff Phillips*
Sandy Quesnel	*Dale Ramsey*	*John Reddin*	*Brad Rikley*	*Bill Rose*	*Clayton Tomas*
Jim Turner	*Brian Twiname*	*Carol Watts*	*Alan Vaness*	*Don Ware*	*Tom Warner*
Adrian Vander Velden	*David Watling*	*Gary Watkinson*	*Brent Williamson*	*Bob Wilson*	*Ed Wnuk*

Thiry-Five Year Recipients

Bob Brett	*Darcy Byers*	*Dean Davis*	*Barry Eastman*	*Monty Frederiksen*	*Dale Jeffery*
Surinder Sahota	*Ron Scott*	*John Warwick*	*Bob White*	*Dan Williams*	

Forty Year Recipient

Len Romanow

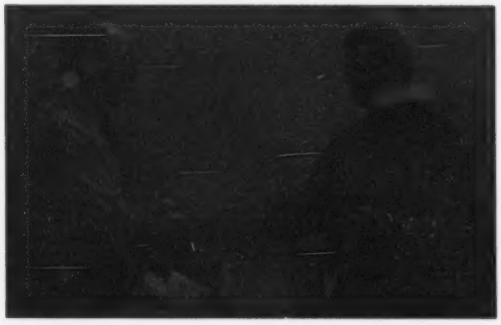
Surinder & Jas Sahota

Kris & Ross Coulter

2003-2007: Pages From the Road Runner

Darren Lincoln Making An Impression

Submitted by Norm Parkes, Regional Manager, Programming and Partnerships, Kamloops



On February 15, Darren Lincoln was recognized for the amazing work he has done during his first year as Manager, Property Services. During his tenure as manager, Darren has built a strong and capable team. They consistently deliver a quality product on time. Not only does Darren lead and coach his group, but when the going gets tough, he jumps in and handles files himself.

Darren's family is very important to him. In recognition of the extra effort he has put in, the ministry treated him and his girls to a morning of fun and games at a local fun house followed by a light lunch. Congratulations, Darren, and well done.

Accolades for a Job Well Done!

Submitted by Tracy Cooper, Regional Director, South Coast

Hi Matt (Choquette):

I've been meaning to contact you sooner, sorry for delay.

Early last week the guys came by and installed a culvert pipe and some gravel. Like Mike (Farynuk) warned, "it ain't pretty", but it works and we're satisfied. We can't thank you enough for not only looking after this for us, but so quickly and with superb treatment. In fact, as I mentioned to you on the phone, we have been really impressed with the service we received right from the first phone call I made to the Ministry of Transportation in Victoria. The lady was polite and gave me the regional number, and whoever answered the phone at the second number (your area) again was helpful and polite. You then called me back, on your day off yet and have been great in attending to our concern, and following up on a regular basis to ensure the work is getting done. Next we spoke to Mike, who followed up quickly and efficiently.

Just one last thing. We're wondering if you can confirm for us that we will be able to keep this same access when the second phase of the highway is completed; that we do not need to worry about having it confirmed in writing, because having the culvert installed with current access assures us that proper arrangements will need to be made by the Ministry in the future.

Matt, thank you again. We really appreciate the work you have done for us.

Gary and Linda Bendickson
Mission

CAN YOU GUESS WHO THIS IS?

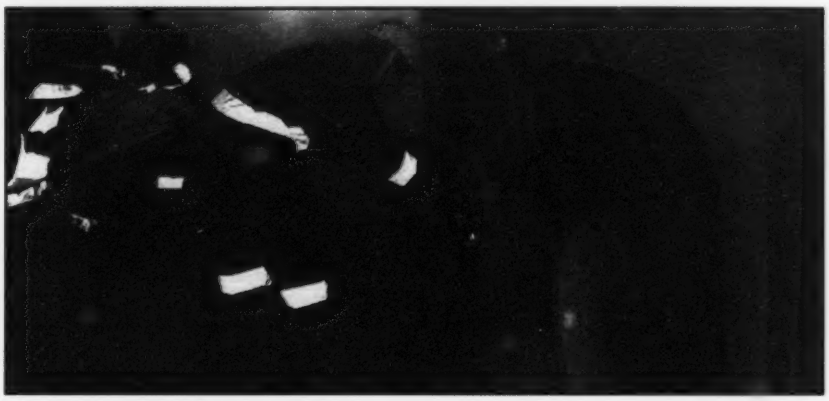
Some of you may remember this photo from a past Road Runner. If you don't, the identity of this person will be revealed in the upcoming January 2008 edition...

2003-2007: Pages From the Road Runner

NAIC Announces Richard Roberts of BC "Grand Champion"

Submitted by Perry Dennis, District Manager Transportation, Lower Mainland

From left to right: Stephen Campbell - Executive Director CVSA, John Hill - Administrator - FMCSA, Richard Roberts - MoT British Columbia, and Donald Bridge - President CVSA.



The Safety Alliance of which BC is a member Province, is an organization represented by both public and private members in all North American jurisdictions for the development of an "Out of Service" criteria for mechanical defects on commercial vehicles. The CVSA - "Out of Service" criteria is the standard to which all Commercial Vehicle Safety & Enforcement (CVSE) Inspectors are trained, these inspections are conducted at the scales and at the roadside by Ministry of Transportation, CVSE Inspectors.

Each year the Alliance holds an Inspectors challenge where law enforcement and commercial vehicle inspectors from across North America have the opportunity to show their stuff - the best inspector is declared the North American "Grand Champion" and is awarded the title for one year. British Columbia has been represented each year since the Challenge began.

The CVSE Branch conducts the equivalent of the NAIC Competition to select the representative from British Columbia to attend the North American championship. Seven candidates are chosen to attend the provincial playoffs held in communities around the province, this year in Dawson Creek. Inspectors are judged in five categories: Mechanical Inspection, Motor Coach Inspection, Dangerous Goods Inspection, Driver Interview and Personal Interview.

Richard Roberts from the Lower Mainland's Flying Squad was declared "Best Overall Inspector" for British Columbia and attended the North American Inspectors Championship held in New Orleans, Louisiana the week of August 13th. Richard began his career with CVSE as a Commercial Transport Inspector in 1997 at the Pouce Coupe Scale and transferred to Pacific Scale in 1999. In 2001, Richard became an Inspector, Portable Weigh Scale for the Lower Mainland District – he is a well rounded inspector showing a special interest in mechanical inspections.

1997-2002: Pages From the Road Runner

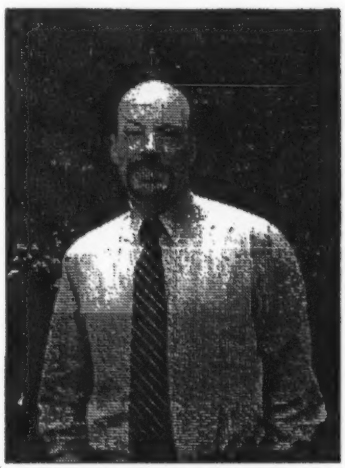
Man on the move finds plenty to do in a region undergoing big change

From racehorse owner to boat owner, Peter Milburn is making a new life for himself and his family in the Kootenays.

Ever since he joined the ministry upon graduating from University of British Columbia with a degree in civil engineering, Peter Milburn has been a man on the move.

In his 15-year career he's covered most of the province, with postings in Terrace, Prince Rupert, Merritt, Dawson Creek, Fort St. John, Williams Lake, Vancouver, North Vancouver, and Burnaby. He's worked in nine highways districts and managed four.

Last year he was appointed regional director of the Kootenays Region, and he, his wife and their four children moved to Nelson. They have taken to the surroundings like ducks to water. "It's one of the most beautiful spots in B.C.," he avers. For the first time in his life he has become a boat owner. Weekends find the family on a waterfront leasehold on Kootenay Lake just west of Balfour. It's a bit of heaven away from a hectic work schedule.



Kootenays Regional Director Peter Milburn

The things he misses most of the life he left behind are his family, friends and his race horses. He had four thoroughbreds before going to Nelson, but sold three, keeping a foal which he has duly christened Kootenay Kid.

Horse-racing is no casual avocation. He's a licensed trainer, as is his brother, a lawyer in Vancouver. Their father, a former school teacher in Victoria, was into horse racing, as was their grandfather, also in Victoria. The king of sports runs deep in the family, as does their roots in the capital region.

Professionally, he's happy with the move to Nelson. As regional director, he works with a staff of 210, somewhat smaller than the 250 employees he supervised as manager of traffic operations in Region 1, the last position he came from. But his responsibilities are now much broader, covering all aspects of highways operations, and that makes a big difference, he says.

Like many British Columbians, he had imagined the Kootenays to be a kind of sleepy hollow. But now he's a resident, he's changed his thinking.

The region is in transition, he says. "Did you know," he says, "that there was once a smelter in downtown Nelson? And there were 35 mines in the surrounding area. It is hard to imagine what the place was like in those days."

The people of the Kootenays today are more familiar with environmental causes that industrial smokestacks. Here people revel in the area's natural splendor. And the economy reflects it. Tourism and recreation industries are the two biggest growth industries in the Kootenays.

"One of the first requirements of any economic proposal is access – getting people and goods in and out," says Milburn. "MoTH is a key partner in the region's development."

It's no small job for a man – or a region – on the move.

Message from the ADM

Our success as a ministry depends on our combined contributions, regardless of our individual positions or our job descriptions. There are a lot of people in the ministry who deserve special recognition for the extra efforts they are making to ensure the success of our organization.

Marilyn Wargo, Manager, Human Resources Branch: ***Marilyn is a very special individual who has phenomenal people skills. She really goes to bat for all of us when we need help in the human resource area. – Dan Doyle, Assistant Deputy Minister***

1997-2002: Pages From the Road Runner

Public service award winners

By Jim Davidson, regional communications coordinator

The above employees attended the awards event in support of Dorothy Turick and Sue Illingworth, from Human Resources, Central/North East Region, who received recognition for their notable achievement on the Prince George Regional Employment Equity Outreach Committee. Dorothy and Sue, and the members of the committee, were presented with a special achievement award certificate for their excellence in responding to unique northern challenges in recruiting and retaining employees and increasing representation of the designated employment equity groups. Kevin Krueger, Member of the Legislative Assembly for Kamloops-North Thompson, presented a bronze award to the committee.

Group photo of the Thompson-Okanagan and Kootenays regional staff who attended the June 16 Interior Public Service Awards event as luncheon guests.

LEFT to RIGHT...Front Row: Ray Perron, Dawne Shearer, Darlene Petrie, Roxanne Sheriff. 2nd Row: Melva Gordon, Lynn Solberg, Martin Menzel, Shawn Grant. Back Row: John Tweedy, Rick Adams, Ron Stratton, Dean Handley, Shanna Mason, Dave Byng (Kootenays Region). Absent from photo are: Maria Braden, Jin Oh (Central/North East Region).

PECSF campaign award

Acting deputy minister Dan Doyle presents a recognition award to Vicki Nygaard, Marine Branch. Vicki co-chaired the ministry's 2000 Provincial Employees Community Services Fund campaign for Victoria.

New position created in amalgamated Lower Mainland-Howe Sound district

By Tina Harvey, human resources officer

As part of the reorganized staff in the newly merged Lower Mainland-Howe Sound District, the position of operations manager has been created. The new position was won by Bob Pearson, formerly the area manager for Fraser North.

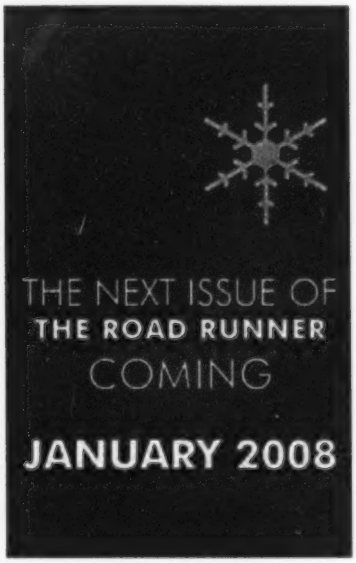
As operations manager, Pearson now supervises 16 full time employees and takes responsibility for the day-to-day management decisions affecting administration of three externally contracted service agreements, critical to the district's ongoing road and bridge maintenance objectives. The new position will provide relief to district highways manager Wayne Keiser. For example, area managers in the amalgamated district will now report to Pearson instead of Keiser. Pearson in turn will report to Keiser.

1990-1994: Pages From the Road Runner

A Stitch in Time

Larry Struck and Terry Walton, marine engineers of the DEV Galena were applauded for outstanding job performance when they discovered a fault in the ferry's recently installed radar equipment. When the radar screen began showing unidentifiable images, or "swash plates," Larry and Terry put their technical skill to work and discovered that the problem was related to the distances between the components of the radar equipment. Their perseverance saved the ministry expensive repair costs and contributed to the protection of public safety. Terry and Larry received a letter and a plaque of commendation from Vince Collins as well as membership in the 200% Club.

Larry (left) and Terry



Give Awards with "Trophy Value"

An award with excellent "trophy value" is something with long-term value that is personally meaningful to the recipient and will be frequently used. For example, it could be an attractive desk lamp. Every time the recipient uses the lamp, they remember where it came from and why, thus reinforcing the recognition and the positive behaviours that led to the award. Recognition guru Bob Nelson recommends awards that:

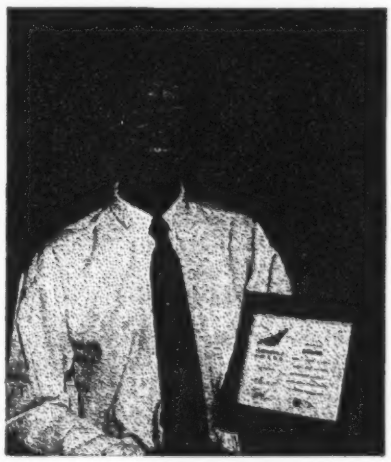
- Have lasting value
- Reflect the effort and quality of the recipient's performance
- Inspire pride of ownership
- Are useful
- Suit the personal taste of the recipient
- Reflect the best image of the sponsor organization.

(From the BC Public Service Agency Website)

Jeff Smith, EXCEL Graduate

Jeff Smith completed his EXCEL program and was honoured with a Leadership Award by Deputy Minister Vince Collins at the Executive Committee meeting on July 25, 1994.

Jeff clearly is an example of how the ministry's management development program can work for employees. He began the program just under two years ago and successfully met his career goals and objectives in January. Jeff completed special projects, related courses, and won temporary assignments/secondments. These activities equipped Jeff with new skills and knowledge to pursue future management career aspirations.



Once Jeff fulfilled the strategy agreed to in his Participant Development Plan, he presented his experiences and demonstrated the newly acquired skills and abilities to a Management Review Panel. This panel endorsed graduation.

Congratulations, Jeff!

1990-1994: Pages From the Road Runner

Congratulations from the Minister

At the recent convention of the Union of British Columbia Municipalities (UBCM), I was congratulated many times by local government representatives from all over the province on the spirit of co-operation shown them by MoTH personnel in the district and regions.

Those congratulations belong to you. Your discussions — painstaking and often time-consuming — with local government representatives ensure our work in the towns and villages of British Columbia are the real answers to the transportation needs of the citizens we work for.

The appreciation expressed by the councillors and directors I met with at the UBCM convention was evidence that the time and effort required for co-operative planning was well spent.

To their appreciation, I'd like to add my own. Thank you.

Jackie Clement

Engineer Wins RTAC Medal For Quality Assurance Program Paper

Olav Thyvold has won a Roads and Transportation Association of Canada medal as co-author of the paper on the Ministry's Quality Assurance Program. "This honor just came out of the blue," said Thyvold, Area Bridge Manager for the Lower Mainland District.

Together with John Eastman, an Engineer with N.D. Lea Consultants Limited, Olav created the Quality Assurance Program which assures the public and the Ministry that road and bridge maintenance contractors are meeting work standards. "We developed a program for inspection and monitoring of the Highway Maintenance Contractor."

They later wrote a paper about the program after encouragement from Earl Lund, Chief Highway Engineer.

Their paper, "A Quality Assurance Program for Privatized Highway and Bridge Maintenance Contracts", was chosen for the G.W. Gilchrist Medal at RTAC's 1989 Conference in Calgary.

Olav, who has worked with the Ministry since 1985, hasn't finished with the Quality Assurance Program yet. "As Area Bridge Manager, I use the program on a day-to-day basis."

1982-1989: Pages From the Road Runner

LONG TERM SERVICE AWARDS

On December 3, 1981 a total of 135 Ministry employees received awards at Government House in Victoria representing 3,605 years of service to the people of British Columbia.

The occasion was the Continuous Service Awards and presentation and dinner hosted by His Honour, Lieutenant Governor Henry Bell-Irving where Premier Bill Bennett handed out the awards and personally thanked each recipient for faithful service.

Of the 135 Ministry employees in attendance with their spouses or guests, 23 had served for 35 years and 112 for 25 years.

While other Ministries were also in attendance—the awards were handed out on two days, December 2 and 3—our Ministry had the largest number of recipients in both categories.

The 35-year award recipients were, in alphabetical order, Gustave Bauder, Machine Operator 7, Penticton; Robert Bayne, Technician 1, Traffic Branch, Victoria; Roscoe Bowlby, Retired Road Foreman A, Terrace; James Cambrey, Regional Manager, Design and Surveys, Nanaimo; John Campbell, Patrolman 2, North Vancouver; George Coward, Road Foreman A, Saanich; Laurence Croft, Mechanical Foreman A, Saanich; Louie DeVito, Machine Operator 7, Gibsons; Arthur Dimock, L.S.O. 2, Bridge Branch, Victoria; George Dodge, Technician 2, Construction Branch, Courtenay; Gordon Dunsmore, Technician 1, Nanaimo; Charles Fallowfield, Foreman 3, Nanaimo; Joyce Folbigg, Clerk Steno 5, Motor Vehicle Branch, Victoria; Robert Glover, Machine Operator 7, Rossland; Robert Jackman, Retired District Highways Manager, Creston; Leonard Johnson, Director, Bridge Engineering, Victoria; George Kent, District Highways Manager, Courtenay; Jack Leslie, Retired Road Foreman 2, Grand Forks; Andrew Peloso, Foreman 2, Nelson; Frederick Poland, Foreman 2, Golden; Joseph Profili, Road Foreman B, Gibsons; Joseph Rutherford, Driver Examiner 3, Motor Vehicle Branch, Vancouver; and Robert Whitlock, Superintendent, Motor Vehicle Branch, Victoria.

The 35-year employees, some of whom are shown alongside, got their fine Omega watches and the 25-year employees received scrolls and set their sights on the next ceremony, 10 years further down the road for them.

Robert G. Whitlock

Leonard C. Johnson

Laurence E. Croft

Joyce Folbigg

Arthur C. Dimock

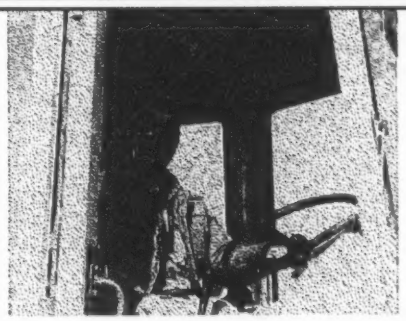
Robert R. Bayne

George R. Coward

Best Safety Record In Region 4 for 1986

The Vanderhoof District Safety Committee comprises the following representatives from top left in a clockwise direction: Dave Geernaert, Rd. Foreman, Vanderhoof; Jack Pyle, Bridge Foreman; Fred Leson, Mechanic Foreman; Albert Stempfle, Vanderhoof Road Crew; John Mackay, Construction Branch; Wes Rivett, Vanderhoof Road Crew; Clarence Rye, Fraser Lake Road Crew; Warren Horsnell, District Highways Manager; Walt Dethwiler, Vanderhoof Road Crew, Recording Secretary; Gary Letourneau, Fort St. James Road Crew; Dave Foster, District Technician, Safety Chairman.

Thanks to a safety conscious district workforce, Vanderhoof has the overall best record in Region 4 for 1986, and is close to the top of the Province.



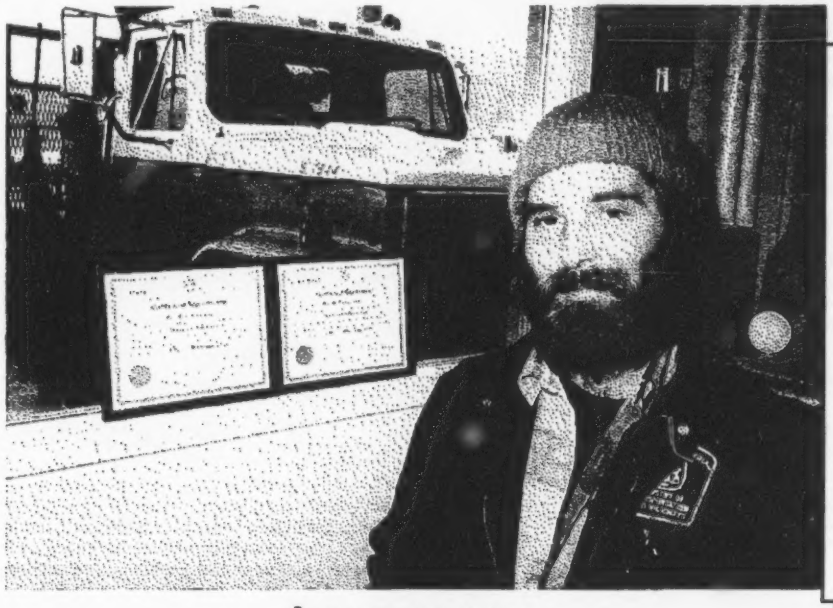
28 Years Service

JOSEPH (JOE) ROWLANDSON, retired from the Quesnel District in February 1986 after 28 years of service.

Born in Grand Forks, B.C., Joe moved to Quesnel in 1956 where he started working for the Ministry in the Spring of 1958 as a Screener Operator. In the fall of 1958, Joe started driving grader. In 1960, he went on to driving truck and in 1977 was promoted to loader operator and driver trainer.

A retirement party was held in his honour on October 3, 1986 where there was a large turnout of family, friends and fellow employees. Fred Sproule on behalf of Alex Fraser presented Joe with an invitation to the Closing Ceremonies of Expo 86. Joe was also presented with a fishing rod and reel from fellow employees.

1982-1989: Pages From the Road Runner



Journeyman

MIKE NORDSTOKKE has cause to smile, he has just been presented with a Certificate of Qualification for completing a three year apprenticeship in piledriving and bridgework. Mike is now a Trade Journeyman Bridgeworker with the Vanderhoof Bridge crew.

TRACY COOPER, Engineering Assistant, Quesnel Office, was born and raised in Victoria. After graduating from Belmont High School, he attended the University of Victoria, where he graduated with a Bachelor of Science Degree in mathematics. He has also taken special courses in air photo interpretation and report writing. Before joining the Ministry, Tracy worked for B.C. Forest Service, Engineering Division. He did this part-time from 1971–75 throughout the Province. He also taught school in Wells, B.C., for six months. In 1976, Tracy joined Highways as an Engineering Aide 1 and worked his way up to an Engineering Assistant. Tracy recently won the competition for Technician 2 at B.C. Forest Service in Quesnel, and will be starting there April 1. Tracy's hobbies include golf, tennis, skiing, bowling, curling and chess.

☆ ☆ ☆

WOMEN'S PROGRAM

Members of the Women's Program held their regular committee meeting in Victoria recently. It gave the Road Runner staff a chance to introduce the group to all employees.

Standing left to right: Gail McFadden (Region 5 - Terrace), Barb Harrison (Headquarters), Sharon Goddard (Region 1- Burnaby), Sharlie Huffman, Chairperson (Region 4 - Prince George), Betty Spalton (McBride), Georgina Ortis (Grand Forks), Dan Doyle (Headquarters)

Sitting left to right: Virginia Clark (Headquarters), Heather Drake (Vernon), Dorothy Turick (Region 4 - Prince George), Cathy McDonald (Region 6 - Nanaimo)

1982-1989: Pages From the Road Runner

John Edgar (centre) and wife Marge (left) meet Rick Hanson.

John Edgar, Highways' Own Man In Motion

by
Annie Collins

John Edgar is an eternal optimist, and it's his attitude, his outlook on life, coupled with his sense of humour and quick wit that makes working with him a real joy.

Recently, Edgar, a clerk 3 with Regional Operations in Kamloops, had the opportunity to meet another eternal optimist. It was April, during the "Man In Motion" tour, as Rick Hansen came through Kamloops.

"When I first heard about the incredible challenge Hansen embarked upon so long ago now, I admired the man then and today I still have the greatest admiration and respect for Rick" Edgar says.

The two met first at the Canadian Inn and again later at a public dinner held in Kamloops.

"The first thing that struck me was how well and rested Rick looked," he says, adding, "The second thing was how soft his hands were, considering he went through one pair of heavy duty gloves per week on that tour."

Edgar, 55, a native of Kamloops, has been with the Ministry for 32 years and has led a varied and interesting career. He started back in 1956 as a scale man on a major gravel crushing contract. He was also a timekeeper in the Kamloops office and a radio operator for a time, and then served as a clerk 2 in district office.

In 1962 he went to Golden as District Office Manager, a position he held for eight years. He returned to Kamloops as a clerk 3 in the district office for three years and then transferred to Regional Operations.

He and his wife, Marge, have been married since 1958, but they've known each other since childhood. Together they have raised three children, twin girls Phyllis and Patricia, aged 26, and a son, Steve, 27. Marg and John are also the proud grandparents of a two year old granddaughter.

In a wheelchair due to a spinal cord birth defect, (Spina Bifida), John walked with considerable difficulty and with no assistance, until he was 14 years old. After seven months in the Shriner's Crippled Childrens' Hospital in Portland, Oregon, he used one cane for about four years then switched to using two canes, which greatly increased his mobility.

Then due to a bone disease in his hip, (Osteomyelitis), the doctors said, "no more walking!" In 1977 John was permanently confined to a wheelchair. Through it all, he never lost his optimistic attitude.

"Sure, there were some tough times, but you carry on," he says. He hasn't really noticed any attitude changes in himself since meeting Rick Hansen. If anything, meeting the "Man In Motion" only reinforced Edgar's optimism.

"But I have noticed various changes in the attitudes of others towards people in wheelchairs, or with other handicaps," he says.

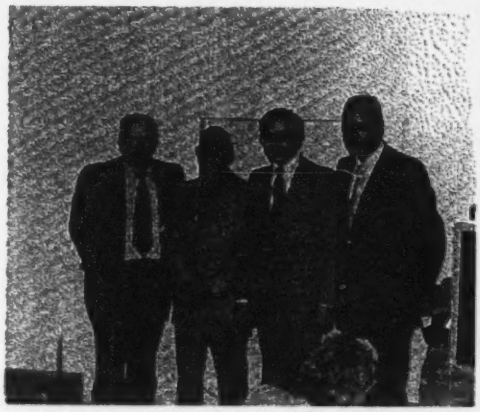
John says he has often chuckled at the many names he has been referred to in his life. "As a child, I was a 'cripple'. Then, it was 'that lame kid of Edgar's', followed by 'disabled', and then 'handicapped'. And last year at Expo, he learned of a new label — "mobility impaired."

John feels that whatever the label is, "people should learn to look at the person, and not the means of transportation they use to make their way through life."

1976-1981: Pages From the Road Runner

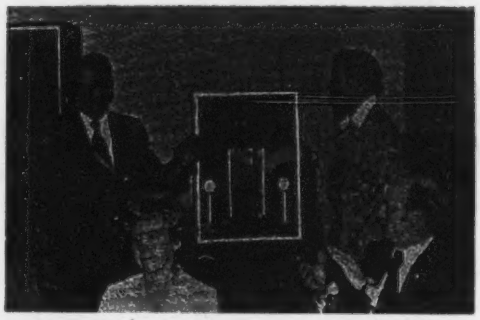
TRAINING AND SAFETY

The annual Region 3 safety banquet was held in Creston on Friday, April 15. This honour was won by the Creston District for having the best personnel accident frequency rate in the Region for 1976. The banquet and dance was attended by 150 people.

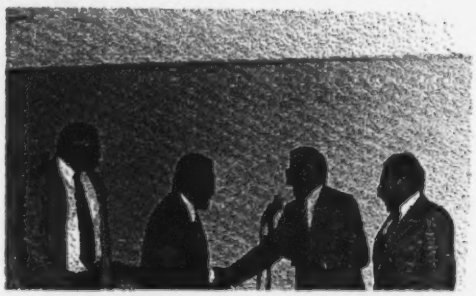


Left to right, Merrill Sproul, Regional Highway Engineer, presented the regional award for the district in Region 3 with the best safety record to Bob Jackman, District Highways Manager, and George Turner and Grant Bateman of the Creston District.

The lowest vehicle accident frequency award is presented to Bill Helmsing, Grand Forks District Highways Manager, left, by Brian McLelland of the Ford Motor Company, second from the left. R. Telerika, right, and Cyril D'Hont, also from the Grand Forks District, received gold cap awards presented by T. C. Ondas, Safety Supply Company, Trail. Both men were saved from serious injury by wearing hard hats.



The Art Irving Award for the best shop safety record was presented to Tom Clausen, right, Mechanic, Creston shop, who accepted the award in place of Earl Kline who was unable to attend. Making the presentation Region Mechanical Superintendent Bob Johnson.



Left to right, Peter Barnes, Geotechnical and Materials Engineer; Brent Draper, Paving Branch; P. B. MacCarthy, Director of Maintenance Services; and Pat Bonser, Design and Surveys Engineer. Mr. MacCarthy presents Branch Safety Award to joint recipients, all three branches had a zero accident frequency rating.

The Good Housekeeping Award is accepted by Joe Reed, Cranbrook Mechanical Foreman, left; making the presentation is Pat Harkness, Safety Officer, Public Service Commission Safety Committee.

1976-1981: Pages From the Road Runner

25 Year Service Awards

JOHN E. ZIELKE, left, and JAMES E. SIMONSON, lower right, received their 25-year Service Awards in Victoria in December 1976. They are both members of the Vanderhoof District crew and they are brothers-in-law; John married the former Joan Jacobson, they have three children; Jim Married Shirley Jacobson, they have two daughters. John began with Highways on a casual basis and has been continuously employed since 1951. He is a Machine Operator and has served as Temporary Foreman on several occasions. In his spare time he builds model rockets, which work! Jim started with Highways on a casual basis in 1948 and became a regular Machine Operator in 1951. He has been a Foreman 2 since 1969. Jim is a member of the Vanderhoof Flying Club, the Masonic Lodge, and the Kinsmen K-40 Club.

DAN DOYLE, P.Eng., Regional Maintenance Operations Manager at Nanaimo, has won through competition the Regional Highway Engineer position in Region 5, Terrace. Dan began with Highways in 1969 in the Engineers-in-Training Program; he worked on construction projects for three years. He spent the next five years as District Highways Manager, first at McBride, then New Denver and Kamloops. When Region 5 was formed he became the Regional Maintenance Operations Manager. He is married with three children. His hobbies are golf, fishing, cross-country ski-ing, and carpentry.

NEVILLE HOPE, District Highway Manager in Merritt was recently promoted to be Regional Maintenance Operations Manager in Terrace. He is not a stranger to the area as he had previously worked in Prince Rupert. Neville, who came from England originally, is married with two children. He and his family enjoy the recreational facilities which Terrace offers.

Highways Personnel Rescue Three People

Three people were rescued by Highways personnel on the Lower Arrow Lake last June 18, after a tragic boating accident which left one man dead.

The accident occurred when a pleasure craft overturned and put four people into the water, all members of one family.

The Highways ferry, MV *Needles*, was out of service for refit but the B.C. Hydro tug, *Yellow Jacket*, and cable barge was replacing it to serve the motoring public on the Needles–Fauquier route.

As the tug and barge reached the Needles shore it received a report of an overturned boat with people in the water. Under Captain Dennis Siccote from B.C. Hydro, with K. G. Marshall, mate from MV *Needles*, the tug and barge returned to Fauquier and notified local boaters. The barge was released and the tug proceeded to the scene.

Three survivors were picked up: Christine Schmidt, 41; Curtis Schmidt, 16; and Kent Schmidt, 12. Valentine Schmidt, husband and father, was missing and presumed drowned. The survivors were then transferred to a power boat whose operator took them ashore and notified the RCMP. Meanwhile *Yellow Jacket* continued the search for the missing man with the assistance of Roy Pederson, off-duty mate from MV *Needles*, who joined Captain Siccote and K. G. Marshall.

The search lasted two hours without success and the tug took the overturned boat in tow back to shore and turned the search over to the RCMP and a search and rescue team from Nakusp. The ferry service was then resumed.

Robert Robinson, Merritt District Office Manager, presenting a Silver Award of Merit to Pat Conlon, Safety Representative for the Merritt and District survey crew. A total of 72,544 hours was involved; January 1968 to January 30, 1976. Left to right, Brian Niehaus, District Technician; Robert Robinson, District Office Manager; Neil Gill, Engineering Aide; Rick McGowan, Engineering Aide; Archie Fink, Engineering Aide; Al Taylor, Engineering Assistant; Arnie Kraus, Maintenance Management Technician; and Pat Conlon, Engineering Aide.

1976-1981: Pages From the Road Runner

Masquerading under the titles "Motor Vehicle Accidents" and "Slim Gyms", this Motor Vehicle Department group walked, ran (forward and backwards) and swam recently in the Capital Regional District's Annual "Fitfest" held at UVIC Stadium. This was the first year the event was open to groups outside the CRD and a number of Ministries took up the challenge. Certificates were presented by Sidney Mayor, Norma Sealey, Chairman of the Board of Directors, Capital Regional District. Left to right, top row, Doug Foster, Gail Hume, Sarah Braithwaite, Guy Lynch, Dan Kazmiruk, Karen Breault, Marg Young, Christine Savage, John Nias. Bottom row, George Hyne, Sandra Grimes, Ronnie Lee, Linda Callander, Vivian Esplen, Murray Brown. Missing, Brian Newman, Mike Williams.

MARA KRUBERG, former secretary to the Insurance and Claims Officer in Victoria, and member of Victoria Toastmaster Club No. 38 (First Canadian) was presented with her C.T.M. certificate by Toastmasters International of Santa Ana, California, earlier this year. This certificate is awarded for succesful completion of the first Toastmasters International Communication and Leadership program — a recognized level of achievement in public speaking, in leadership qualifications and self confidence. Mara left the Ministry in August after 15 years service. Born in Estonia, she is a lifelong student, studying philology, economics, history, civil and international law at universities in Europe and Canada.

September 17th was a big day in the Burnaby Regional office. Mona Sharpe, Radio/Telex Operator won a $10 bet from John Hynds, Regional Manager, Paving, for picking the winner of the Leonard/ Hearns fight of September 16th (note background picture). Mona pinned the $10 bill to her vest and wore the tear stained bill proudly for the rest of the day.

The New Westminster District was the winner of the Annual Safety Award in Region 1. Awards were presented at a banquet and dance in New Westminster on March 16, 1979.

Left to right, Al Wallner, District Highways Manager; Maria Staeheli; Walter Docksteader; Corky Johnston; Byron Alexander; P. J. Carr, Executive Director of Operations; Rollie Burton; members of the New Westminster Safety and Health Committee accepting the Annual Achievement Safety Award.

Prince Rupert Highways District recently held its third annual golf tournament. Over thirty golfers enjoyed the afternoon of fun. After golf, a steak and salmon dinner was served thanks to Alex Moreau, the chef and cook at Meziadin Camp. Anita Goudreau won the low net while Terry Bohan, Region 5 Technician, won low gross. Doreen Gallant, Prince Rupert, Office Manager, is shown presenting trophy to Terry.

1970-1975: Pages From the Road Runner

Department Personnel Save Four Lives in Dramatic Rescue

Some of the Department that saved the lives of four people in northern British Columbia. Left-to-right: Jim Turner, Ken Hawkills, Pete Hobson, Rolldy Kennedy, Harold De Vries, Terry Naylor, Fran Bosley, Terry Gale, Denis Barrette, Giorgio Caoll, Harry Wright. Missing from the picture are: Jim Bertram, Adrean Norfolk, Dall Nordquist, Kent Grollgaard, Herb Walker.

A group of Highways personnel took part in a dramatic rescue operation on the Cranberry River north of Kitwanga, June 14.

The men, mostly from Location Branch crews, rescued and revived four of eight people in a submerged car which went into the river at 7 p.m. A fifth person was rescued by the driver of a camper at the scene.

Three young people, a brother and sister aged 17 and 18, and another boy aged 16 died.

The whole crew only a week before ad taken a St. John Ambulance multimedia first aid course being given by Carl Sanbarn to outpost crews this summer.

The car, with eight persons from Kitwanga, was heading north on the Cancel logging-road and met a camper truck just south of a small bridge over a branch of the Cranberry River near the location crew's Cranberry camp. The car swerved but did not quite make it all the way onto he bridge, tipped and sank into the river, and ended upside down in the water about 40 feet downstream. The driver of the camper spotted a woman floating down the river and rescued her from a log jam. The driver's wife alerted the Location Branch crew 100 yards away.

The 16 Department men converged on the scene in a couple of minutes with ropes, ambulance, and first aid supplies. Dennis Barrette saw a woman floating down the river and he ran and swam after her and recovered her. He was able to bring her to shore just before he reached the fast main water of the river. There were no signs of breathing and she was subsequently revived by members of the crew.

Francis Bosley, the camp's first aid man, jumped in the river and gave mouth-to-mouth resuscitation to the people as they were pulled from the nearly submerged car. He used the car as a support. Harry Wright gave resuscitation to a small boy until he was revived. The other men assisted by pulling victims to shore with ropes and giving first aid. The three people in the front seat could not be revived and they possibly had severe injuries on impact. Herb Walker, the supervisor, gave mouth-to-mouth resuscitation for a long time to one of the victims, but to no avail. The survivors were given first aid and oxygen from the crew's first aid supply.

Police were called by B.C. Tel radio-telephone and the Department ambulance had contact with Kamloops trunk alerting the hospital at Hazelton, who sent an ambulance out to meet the Department ambulance.

1970-1975: Pages From the Road Runner

Pouce Coupe Lowest of Four District Safety Trophy Winners for 1969

A safety trophy is presented annually to the District in each region with the lowest countable accident frequency rate throughout the year.

The winner for 1969, in Region 4, was Pouce Coupe with an accident rate of 19.46; in Region 1, it was New Westminster with 32.2; Region 2, Merritt with 34.9; and in Region 3, Grand Forks with 71.8.

Special mention is also made of the runners-up in each region – Chilliwack, McBride, New Denver, and Smithers. The Bridge Branch achieved the only 0.0 frequency for the year.

Prince George Bridge Crew presented with a silver safety award. Left-to-right: Pat Fay; Jack Pyle; Dean Barlow, Foreman; Albert Hembrow; Wayne Randell, District Engineer; Robert Harrison; and Jim Gunn.

After winning the Minister's Regional Trophy for three consecutive years, Region 2 has lost it to Region 1. This trophy is awarded annually to the region with the lowest frequency rate in the Province.

The Department had 701 accidents in 1969 and this is represented by an overall frequency of 67.2. The 1968 frequency was 63.0. The British Columbia Safety Council granted 77 awards of merit to Departmental crews, bringing the total of awards earned to over 500 since the Department entered the awards programme.

Greater Vancouver Area Employees Support 1969 C.S.F. Campaign

Under the vice-chairmanship of the Regional Highway Engineer D.D. Godfrey, department employees in the greater Vancouver area have again shown their concern for the less fortunate and have fully supported the 1969 campaign of the British Columbia Government Employees Community Services Fund. Pledges are up 40 per cent over 1968. All who participated deserve credit.

1967-1969: From the Road Runner

Peek Into the Past

This is the first automobile to travel from Seattle, Washington to Hazelton, E.C. The car is a Studebaker Flanders. The picture was taken in the late 20s and this was the second trip made by the old timer. It is seen here facing the old Vanderhoof Hotel and being admired by some of the local people. According to reports, the initial trip in 1921 was quite an expedition. Because of the condition of the roads at the time between burns Lake and Smithers, the car had to be dismantled piece by piece and carried by pack horse until road conditions improved Then it was reassembled and went on under its own power.

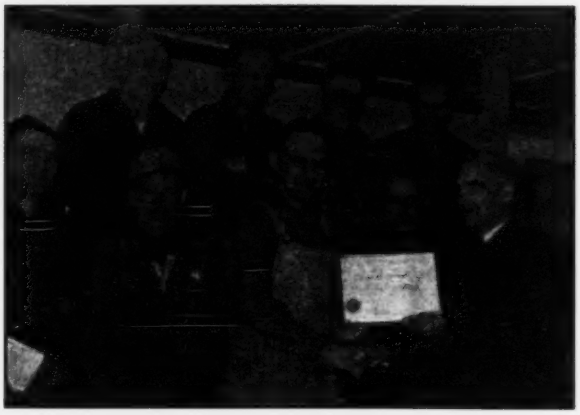
Safety Award

The Terrace Garage Crew was presented with a British Columbia Safety Council gold award by L. A. Broddy, Regional Highway Engineer from Prince George, at a safety rally held October 24, 1968. This award was achieved between March 31, 1962, and June 30, 1968, with 96,961 man-hours, with an 8-man crew, without a time-loss accident.

1964-1966: From the Road Runner

Silver Safety Award

The Nanaimo Islands Road Maintenance Crews received a Silver Safety Award, a major achievement, as this covers a number of different crews who have all worked together under the leadership if the following foremen: Nanaimo crew, A. Birchard; Gabriola Island crew, J. Gillen; Thetis Island crew, R. Ringma; Salt Spring Island crew, W. Bates; Pender Island crew, J. Aimes; Galiano Island crew, B. Stallybrass; Mayne Island crew, F. Bennett; Saturna Island crew, L. Newsham. The photograph shows District Superintendent John Morris presenting the Award to Safety Committee Chairman Lorne Slater.



Left to right, front row: Mel Sabey, Harry Dawes, Lorne Slater, Les Bagley, and John Morris. Back row: Fred MacKinder, Ernie Mal, Al Bichard, and Gordon Coughtry.

Stewart Safety Conscious

Under Foreman Robert MacLeod, the Stewart road crew, presently in possession of a bronze safety plaque, have now extended their safety record to 1,100 days at time of writing; which means they have been accident-free since the present system of accident recording was instituted back in April, 1962. Their record is all the more commendable when one considers the violence with which nature reacts in this scenic but inhospitable terrain.

Road Maintenance Foreman F. S. Emerson and his Penticton District crew have won a Bronze Certificate Award for safety. The award was presented February 2, 1965 by Regional Safety Officer Harry Francis and District Engineer Philip Bishop. The crew, G. Bauder, F. Bell, R. E. Pappin, H. T. Skelton, H. C. Smith, and Mr. Emerson had operated 46,800 hours without a time-loss accident, from December 28, 1961, to October 31, 1964.

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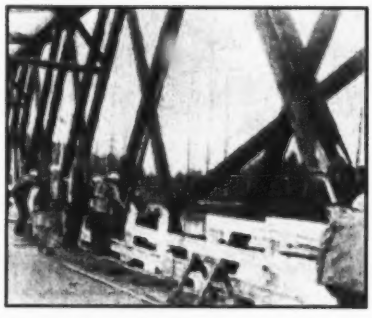
1964-1966: From the Road Runner

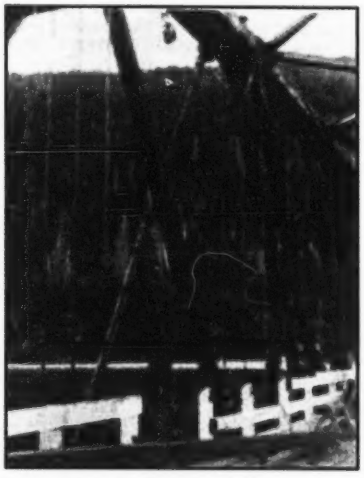
A Winning Trick in the Bridge Game

Several of the main diagonal braces on the 200-foot Howe Truss timber span over Galloway Rapids near Prince Rupert presented a knotty problem. The bridge could not be closed to traffic as it is the only link between Prince Rupert and the pulp mill at Port Edward, so Tom Raymer, Bridge Foreman at Prince George, lent his ingenuity to the local crew and he and Frank Lewis, the Shop Foreman at Prince Rupert, came up with the novel arrangement shown below. It worked even better than expected, the job was done quickly and the bridge was not closed to traffic. It is, in fact, a monster house jack about 30-feet long and made of five inch pipe, clamped between the top and bottom chords. There are other tricks to this and anyone interested should contact Roger McKeown, the District Superintendent at Prince Rupert, who has all the details.

The inventor, Tom Raymer, on right, with the maker, Frank Lewis. This shows the 35 ton hydraulic jack which does the work.



The new brace being hoisted up into position.



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Success Factors for Recognition

- Emphasize success. Describe the contribution or achievement that is being recognized. Describe its impact and results. Show or mention how it relates to the organization's vision, values, key competencies and current priorities, etc.
- Use recognition events as opportunities to emphasize community, teamwork and common purpose.
- Deliver recognition in an open and public way (except if this is contrary to the recipient's wishes).
- When giving recognition, be sure to include all those who made a significant contribution (and to also verbally acknowledge those who provided peripheral support).
- Be personal and honest. Be authentic. Avoid slickness and overproduction.
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- Be timely. Avoid delays.
- Recognition criteria should be clear, well communicated and broadly supported. (If formal processes are used to determine recognition, they should be fair and perceived as such.)
- Recognize the recognizers.

Adapted from Rosabeth Moss Kanter, quoted in, Bob Nelson, *1001 Ways to Reward Employees*, 28-29.
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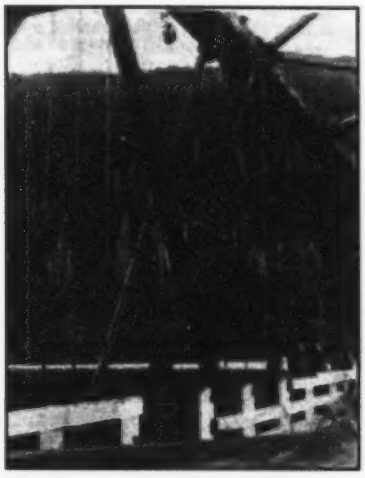

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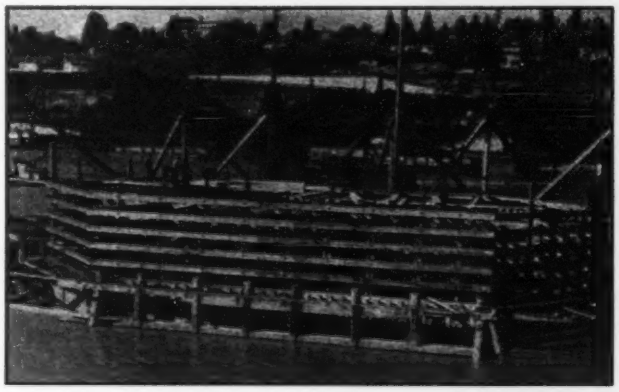
Earlier Days

Fraser River Bridge

By A. L. Caffuthers, Bridge Engineer

"...Celebrate what you want to see more of."

– Thomas J. Peters



Manned by capable men, equipped with efficient machines, and favoured by extraordinarily fine weather, progress on the bridge at New Westminster during the last three months has been very satisfactory. To the casual observer this will not be evident, since so much of the work is below water-level. To one familiar with the project the progress on and importance of the subaqueous parts of the structure is a matter of the utmost concern, and it is a great satisfaction to be able to state that both as to quality and speed there is every reason to commend those engaged on it in whatever capacity. As each caisson is placed one cannot help but be disturbed at the thought of so much excellent work and materials being sunk below water never to be seen again. The thousands who drive over the bridge in the years to come will appreciate only very vaguely the fact that the foundations have been well and truly laid.

Photos from 1937-1940